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New AFM Desktop

The Customer Support Branch has established a Desktop Standards Team. The scope of this team is to develop and maintain a standard operating environment and configuration for AFM desktop and laptop computers. This includes testing software in our desktop environment, recommending and implementing system configuration, desktop design, and software application standards for AFM. The result of this team's efforts will be a long-range plan for future installation of new PCs and software throughout AFM.



This team has recently has taken advantage of some new network technology to help speed up the new PC installs. One of those new network features is called ZENworks. ZEN stands for Zero Effort Networking. ZENworks allows us to automatically install software applications from the network, and verify that those applications are installed correctly if you experience any problems with them. Also, through ZENworks, we can manage your icons so that if you mistakenly delete an icon, it will automatically reappear the next time you log into the network. You'll know which icons are managed by the shortcut arrow on the corner of the icon. If that arrow is red, it's a managed icon.

Also, we are beginning to use Novell Distributed Print Services, or NDPS, to manage the printers attached to your computer. This means that when you

need to use a network printer, and the drivers for that printer are not already on your computer, they will be automatically installed from the network for you.

Once we complete the installation of the new PC's, the team will begin establishing a process to standardize and update the remaining AFM PC's.

Word Processing Software in AFM

*-e-mail from Keith Anderson, Division
Director, Information Technology Division-*

We will provide both WordPerfect 9 and Word 2000 to all of AFM as tools to use as needed to do your jobs. We realize that our customers and the other people with whom we communicate (within REE, at the Department, general public, etc.) use both of these products. Both of these tools will be on the new PCs we will be rolling out soon and we will add them to existing PCs shortly thereafter. Once we get closer to the end of this fiscal year, we will re-examine your needs to ensure that you continue to have the tools that you need.

WordPerfect will still be the standard word processing package within AFM.

Most of you are comfortable with this package and it continues to meet our needs. However, I encourage all of you to become familiar with Word. Despite the Justice Department's efforts to break up Microsoft, it continues to dominate the market place. Most of the rest of USDA has converted to Word or is scheduled to do so. In particular, all of the Office of the Secretary (including the REE Under Secretary) will be converting to Word during the upcoming political transition. All of this tells me that we may have no choice about transitioning at some point in the future.

Once you have a copy of Word on your desktop, take advantage of the on-line training available via Element K to learn more about it. That will make it easier (See "Software" page 2)

Software (From page 1)

for you to interact with organizations that use Word and prepare you if we have to change the AFM standard at some point in the future. If there's sufficient interest, we can hold Word training in our training room using Element K and an ITD coach, as we did for GroupWise 5.

WordPerfect 6.1 will go away, sometime in the next few months.

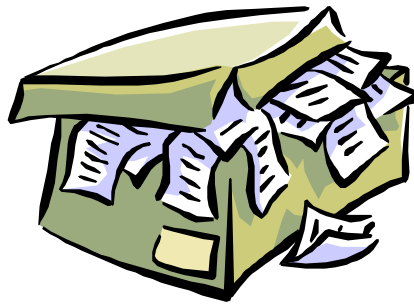
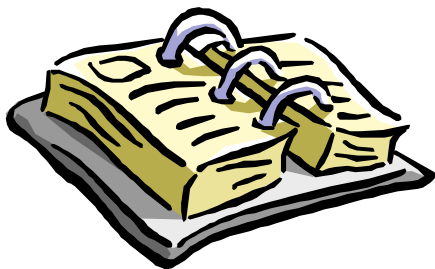
We know that many of you still require it for special systems or applications. We won't get rid of it until we can provide you other acceptable ways to accomplish those tasks, and until we're sure that you have had the training you need to be able to adequately use WordPerfect 9 and/or Word 2000. WordPerfect 6.1 has been obsolete for some time, and the software maker, Corel, will no longer support it. Additionally, it is what is called a 16-bit application, and most of the rest of our software and systems are 32-bit. This means that they do not always work well together in our environment, and there is nothing we can do to WP6.1 to improve that situation. So replacing WP6.1 with WP9 and Word 2000 will help make our network and your software working environment more stable, and will enhance your ability to do your job more effectively and efficiently.

Further details on these changes will be forthcoming from the Customer Support Branch.

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The USDA Washington Metropolitan Area Telephone Directories are currently available on the Intranet and Internet.

The URL is:
<http://dc-directory.hqnet.usda.gov/index.php3>



GroupWise Cleanup

Before our migration from GroupWise 4.1 to 5.5, Keith Anderson, the ITD Division Director, shared with you the plan for how we would handle upkeep of the GroupWise system to avoid overburdening the e-mail system with excessive e-mail. The plan he described was that ITD will institute a cleanup policy that would retain e-mail on the system for 60 days. During that 60 days, you have the full ability to work with your e-mail and archive messages which you must retain. After the 60 day point, the older messages will be automatically deleted from the system during weekly maintenance.

With this new cleanup policy, you will be given greater control over the management of your archive directories. However, with this greater control. Comes the responsibility to manually archive messages that you need to retain. Messages **not** archived before they become 60 days old, **will be permanently removed from the system.**

This policy is consistent with REE electronic records preservation policy (REE P&P Bulletin 99-002), which states: "Employees may delete e-mail, word processing documents, and other computer-generated material which meet the definition of "records," if they first print them in hard copy and either file or convert them to microfiche/film and retain them based on NARA-approved retention periods.

By March 1st, we will implement this new cleanup policy within our GroupWise system. Because of the nature of how this cleanup will work, ITD will be taking several steps before this occurs. These are the things you will see occur prior to the implementation of the cleanup policies:

- ✖ An e-mail announcement will be sent which details the timeline from when preparations will begin

until the actual date that the automatic cleanup will start.

- ✖ The Help Desk will visit each customer to verify that their archive has been set up correctly and that it works properly.
- ✖ Training classes will be held in GWCC and in the DC offices to provide instruction for those who do not understand how archives work and how to use them.
- ✖ Announcements will be sent periodically throughout the preparation period to remind everyone of the need to prepare.
- ✖ A final announcement will be made during the last week of preparations.
- ✖ The first run of the cleanup will occur over the following weekend. This maintenance will remove all e-mail older than 60 days that remains unarchived or undeleted.

If you have any comments, questions or concerns about the GroupWise Cleanup Policy or how it will be brought into place, please contact Rob Butler at 202-720-8944.

Books 24x7.COM

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To access this useful resource, log on to <http://www.elementk.com> and click on the Resource Center Tab. From here, you can access your bookshelf. If you haven't used this resource before, your bookshelf will be empty. However, once you explore this site, your book-shelf will be overflowing with useful information.

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NFC News - Security Reminder from your NFC Security Officers

Is it okay to just disconnect from NFC as soon as I have finished my work in the system? It is important that you terminate your processing session by executing a proper logoff. A line-drop or an interruption to a processing session without a completed logoff provides an open port or window to NFC.

What could happen with an open port or window to NFC? A user attempting to access NFC at the same time of the incomplete logoff or line-drop could inadvertently tie into this port and gain access to your session. That means they would have access to your data (names, social security numbers, addresses, etc.).

How do I log off properly? When you are exiting from NFC, please be sure to get ALL the way back to the NFC logon screen before closing your session. Once you are at that screen, if you are

using NS/Elite select Session, Disconnect from the pull down menus. Or you can use the second button from the left on the button bar, it shows a picture of a screen with a red X. This button will disconnect you.

What do I do if I have not disconnected properly? If you experience a line disconnect and you cannot complete the logoff, you should contact Network Control at NFC to terminate your session. The telephone number is 504-255-5037. Provide them with your name and ID and ask them to disconnect the ID.

Who should I contact if I have any further questions about this issue? Contact the Help Desk at GWCC 301-504-1074 or DC 202-720-3908.

E-mail to the Help Desk

The Help Desk can be reached by e-mail. You can find us in the address book, Helpdesk, AFM. When you e-mail Help Desk requests please include as much information about your problem or question as possible. It is important to include your information into the body of the message.

Here are some tips when you e-mail the Help Desk:

Do:	Don't:
✓ include error messages and numbers	✗ send messages with attachments
✓ include your room and telephone number	✗ forward messages
✓ include NFC ID for password resets	✗ start messages in the subject line

Following these tips will help us provide better service to you.

TIPS and TRICKS

USING WILDCARDS TO SEARCH FOR FILES

- provided by TipWorld-

Eventually, everyone misplaces a file and has to use Windows' Find feature to recover it. Normally, you just press Windows Key-F to open the Find application, type the name of the file you're looking for in the Named box, and click Find Now. Occasionally, you may only remember a small part of the file's name, and in these situations, you need to search for your file using a wildcard.

Wildcards are symbols that stand for unknown characters. There are two types of wildcards used in searching, with the asterisk symbol being the most common. An asterisk stands for any length of text and is constrained only by its position to the other words you're searching for. So, for example, if you're looking for a specific file and you can only remember that it had the word "Report" in its name, you can type

Report

as your search criteria to find every filename containing the word "Report." The second kind of wildcard is the question mark, which stands only for a single character. In our previous example, typing

J?ne Report

would search for both "June Report" and "Jane Report."

QUICK WAYS TO HIGHLIGHT TEXT

-provided by TipWorld-

To highlight a large area of text, click once at the beginning of the text, then hold down Shift and click at the end; or while holding down Shift, use the cursor keys to expand the selection. To highlight an entire document, place the cursor at the very beginning of the document and press Ctrl-Shift-End; or, with your cursor anywhere, press Ctrl-A.

GroupWise 5.5 Training

- **January 16 & 17 – Using and Managing Your Archive**
- **February 13 & 14 – Personal Calendaring/Time Management w/ GroupWise**

GroupWise training classes require no sign-up or reservation. Everyone is welcome to attend. If you have requests for future GroupWise training topics, or any questions about GroupWise training, please contact:

Rob Butler 720-8944
Louisa Castillo 720-3700
Cheryl Leupen 504-1067



Questions, comments and suggestions are encouraged. This newsletter is for you and we want to provide the information you need. Please contact the Help Desk with any comments or recommendations you have.